



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts May 2013

Special Two-Page “Café Survey” Edition

Thank you to more than 225 of you who took the time to complete our Round House Café Customer Satisfaction Survey. Nearly everyone accepted our offer of a \$2 coupon for responding. Here are the results to some of the specific questions in the survey:

Overall Café Customer Satisfaction on scale of 1 to 10:

The average score of 228 completed surveys was nearly 8 out of 10

7.91 Overall Satisfaction Rating

Nearly one half (46%) of those surveyed scored the Café a 9 or 10 for overall customer satisfaction

Percentage of surveys rating the Café “good to excellent” in these areas:

Recommend for breakfast:	71%	Recommend for lunch	76%
Prices reasonable...	75%	Café value	76%
Catered food quality	93%	Quality of Café food	73%
Overall Customer Service	78%	Café Convenience	81%
Cleanliness of serving area	81%	Cleanliness of dining area	75%
Café atmosphere	78%	Fun, events and activities	82%

If you could change one thing...what would it be?

23% lower prices; 15% longer hours; 13% healthier; 11% better service

Customer Comments from the Survey

- Customer service is a real turn off. I’m sure it’s stressed to employees but it can’t be forced and that is clear with your staff. If they don’t want to assist me fine then I will take my business elsewhere and that’s no joke.
- Staff needs to smile more; cleaning up during service -- tends to get messy; improve speed of service at stations and cashier lines
- LOCO MOCO needs cal rose rice
- Better service; staff needs to improve their sense of urgency and take care of the customer instead of stocking chips; More healthy options; more grab n go items -- hate to wait in line
- Best thing about café is convenience, just grab something and get back to the office. Need more variety and improved consistency.
- Need a few trays inside the Café serving area, versus having to pick one up before you go in
- I often select another place to eat due to time, drive thru convenience or menu option
- Cafe is not serving what I want to eat, i.e. BBQ
- Catering is great. Enjoy breakfast burros. Very flexible on catering – I can call and get what I need, special requests are always taken.
- Prices are great, but there are a few items that seem to be overpriced. Overall value is very good.
- Your new chumuth maker, Connie is awesome, love her chumuth!!
- Sometimes the food is too salty and sometime it's not enough salt.
- Better tea choices - your current fresh brewed does not taste fresh brewed - make your own sun tea
- Friendlier staff. Was going to purchase lunch and it was 5 minutes to lunch time and was told we don't open for 5 minutes, so I left and went off the reservation for lunch.
- Lower prices because if same price as off site then most times will seek alternatives.
- Healthier food choices from the grill and a wider variety of drinks
- Larger salmon as the current salmon is very small and is frozen, not fresh.
- Open on time. 11 am should mean 11 am...selection limited and predictable
- Doing a great job. Wouldn’t change a thing...Love the events, especially contests
- No improvements needed. Food & service great.
- Open earlier (6 am) for school workers and other departments who could buy something on their way in
- Need more consistency in pricing...seems to change from one time to the next...and from one cashier to the next
- Install a “bar” along the windows for people eating by themselves. Seems awkward to use a whole table if you’re by yourself
- Lunch meals open until 2 pm (or even 3 pm) instead of 1:30 pm; sometimes I don’t get my break until 1:30 or 2 pm and then it’s too late
- More East Indian and/or Thai cuisine...enjoy ice cream, would like year round...better portion control, especially for “healthy” items
- Salad bar great, but some items do not appear “fresh”...more variety on salad bar....bigger/better salad bar please
- Breakfast burritos are too small for \$4.00...Breakfast burros with handmade Chumuth are awesome
- Your staff needs more teamwork...vs...Customer Service is always a plus. Friendly, smiling people make the environment a lot better.
- More variety in healthy choices....can’t find healthy meals....I’m always lost when I go into the Café; can’t find anything...
- Café too far away. I’m on the clock. Use whole 30-minute lunch time getting there and getting back to work
- Sometimes food just doesn’t look good. At least make it look edible
- Bring back the Café punch cards (several customers wrote this comment)
- Better availability of nutritional information; calorie counts available and easy to find
- First opened, had made from scratch desserts. Now, desserts are cookies, Jell-O and Pudding. Desserts could be better. Self-made please.
- Please keep the salad bar refilled; gets empty and sloppy and nobody seems responsible to fix it
- Love the pizza, calzones and Stromboli. Very tasty.
- The only thing I don't like about the Cafe is that when anyone walks in, everyone looks up and watches them. Just makes me feel awkward
- Breakfast line gets too busy in the mornings and I don't know where to stand and wait
- Line workers need to listen better to customer instructions...orders often forgotten or goofed up
- Complainers should remember back to when we had virtually NO PLACE TO EAT! With that simple perspective, the Round House Café food, service and convenience is absolutely fantastic. THANK YOU for all that you do – and keep up the good work.



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Please note, I offer this feedback because I care. The food was much better when the cafe initially opened. Quality and portion sizes have become inconsistent. Selection seems limited and predictable; roast chicken is a thing of the past. We don't offer roast chicken on the menu very often because, simply, it doesn't sell. Bottled beverages are too costly. Based upon our recent market analysis and price comparison, they are less expensive (and certainly no more expensive than) QT and other convenience stores in our geographic area. My customer loyalty is based on convenience and trying to support an enterprise of the Community, not because the café would be my first or even second choice anymore given a nearby alternative. Tepary beans are the only improvement on the menu I see in the past year. Most food is over salted. Eggs over easy took two passes last time I tried to order, and they were poorly executed, so I do not even attempt breakfast with you anymore. Why does the Café use bagged eggs for the scrambled? The bagged eggs are pasteurized. It is a standard in the corporate food service industry to use pasteurized eggs whenever possible to help prevent illness. Why is the cafe using converted rice? Vegetables always seem greasy and overcooked. Some of the staff really care... and others seem to lack training and standards. Very little seems cooked to order and so otherwise good meat is tough when it could be great with some better handling. Thank you for taking the time to write. We take all feedback to heart and will work to incorporate your observations into our operations. We offered specific answers to some of your questions above in red. Thanks again for writing.

There was red chili and Green Chili Popovers today. I had to try both red and green and both were fantastic. I ate as I walked back to my office and was gloating to my co-workers. I was very impressed. Thanks for the kind words. We have started serving the Red/Green chili every two weeks. It has become a popular recurring menu item. Thanks again.

Where can I find specific nutritional information for menu items? Nutritional information is provided for most underlined items on the Café website. If you can't find what you're looking for, send food service manager Paul Johnston an email at paul.johnston@srpmic-nsn.gov and he will calculate the information for the item you request.

I enjoyed guest Chef's Sonny Deer and David Howard's selection today! The braised beef short rib with red chili sauce was delish. I look forward to enjoying another selection from them in the future. Thank you for the kind words. You might remember that Sonny worked in the Café through an internship arranged through the SRPMIC Human Resources Department. After completing his internship, he was hired by Senior Services and is doing a fantastic job. We received nothing but compliments regarding his food served during our Fourth Anniversary celebration. Thanks again.

Will the Café ever accept EBT cards? Thanks for asking. Most EBT cards are government issued for the express purpose of buying foods for home consumption. The Café is classified as a restaurant, and would not fall within those guidelines. Current ARAMARK audit and operational procedures do not allow us to accept EBT. We do not anticipate those policies changing anytime soon. Hope this information helps.

I hate to complain but the new trays in the Café are not good for hot food. I almost dropped my plate because my fingers were burning. Are they getting the regular (paper board) carry out trays back? Do you know if this is just a temporary thing? Thanks for asking, and sorry that happened. The Café has been working with the Salt River Landfill and EPNR's Solid Waste Advisory Committee to have as many "to go" items as possible be recyclable. The other containers were not recyclable. In fact, they weren't even reasonably compostable. So, we switched to the clear plastic containers which are. The workers are supposed to line these trays with paper to decrease the heat factor on customers' hands. Sounds like that did not happen in this case. Watch for specific customer awareness presentations on Café recyclables in the near future. Thanks again for letting us know.

Thank you for the events and activities in the Café. Hard to believe it's been four years that we've all been here at Two Waters. Maybe one of these times I'll actually win something!!! – And – Thank you for the free cake and ice cream. I see you also provided sugar free cookies – And – Earth Day picnic menu and service was great. Thank you for your help... We appreciate all of the kind words. We have served nearly 500,000 customers so far, and counting! Happy Birthday Round House! ☺

Kudos & Klouts (Customer Comments and/or Suggestions)

- Need sturdier drink carriers please (If you don't have one, get one of the "Go Green" carry out bags)
- The new Medi-Eats are simply fantastic. Those piadas (wraps) were delicious. I'll be back for more.
- Pitted Beef today was delicious. Please have again soon.
- The Lazy Bread was wonderful. Can we get the recipe (Yes – we offered it as a "Recipe of the Week")
- Fried Chicken w/Red Chili was excellent. Thanks to worker for suggesting
- Pastries were stale...Peppery biscuits and gravy today
- Council loved the catered lunch today. The roasted jalapenos and tortillas were a great addition. Thank you.
- Some of your workers give away free food to the customers they like. Not fair at all.
- Cottage cheese tasted funny this morning (We replaced what you bought – and the item on the line. Thanks.)
- Had a single black hair in my hot cereal this morning (We replaced; thanks for letting us know)
- Kale is great. Can you get some in? (Thanks for the idea. We did and have served it on the Salad Bar)
- Poshol today WAS AWESOME. Best so far! Please tell whoever made it what a great job they did.
- Had my first veggie burger at the Earth Day event. What kind are they? (Glad you liked them – Morning Star brand)
- Chumuth much improved. Tell Connie she's doing a great job
- Is there a link for past customer feedback? (Sure – [click here to see past editions of Customer Feedback](#))

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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